



## Unlock a User's Profile

To unlock a user's profile, complete the following steps:

1. Click the **Administration** tab.
2. Select **User Administration** and click **Manage Users**. The *Step 1 of 2 Select a User* page appears.
3. Select the user profile's radio button that you want to unlock.



### Application Tip

You can only unlock one user's profile at a time.

4. Click **Unlock Account**. The *Step 2 of 2 Review User Profile To Be Unlocked* page appears.



### Application Tip

Unlocking a user's profile will allow the user to log on to OTCnet offline using his/her original password.

5. Verify the following user profile should be unlocked and click **Submit**. A confirmation page appears showing the user profile has been unlocked.



### Application Tip

Additional buttons on the page that help you perform other tasks:

- Click **Return to View User Profile List** to return to the View User Profile List for that terminal.
- Click **Return Home** to the OTCnet Home Page.